

**FIRST SET OF INFORMATION REQUESTS OF THE  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

**BLACKSTONE GAS COMPANY  
D.T.E. 04-116**

Question:

DTE-GAS 1-1

(i) variable definition and measurement; (ii) data-collection methods; (iii) data quality issues; and (iv) data analysis and interpretation. Illustrate where possible.

- a) Non Emergency Telephone Answering Factor
- b) Emergency Telephone Answering Factor
- c) Service Appointments Kept
- d) Meter Reads
- e) Lost Time accident Rate
- f) Response to Odor Calls
- g) Staffing Levels
- h) Consumer Division Cases
- i) Restricted Work Day Rate
- j) Unaccounted for Gas

Response:

- a) Non Emergency Telephone Answering Factor - Telephone calls are generally answered within 3 rings by office personnel. On the fourth ring, the system forwards the to a 24 hour answering service. The Company maintains a log of calls forwarded to the answering service during business hours.
- b) Emergency Telephone Calls - Emergency telephone calls are dispatched immediately by the office. All of these calls are logged and tabulated on a monthly basis.
- c) Service Appointments Met - The office tracks all service appointments on a monthly basis. Service appointments met as scheduled are the number of service calls met on the day requested and scheduled, excluding appointments missed by the customer. Those missed by the Customer are excluded from the numerator and denominator when calculating appointments met.

DTE-GAS 1-1

Response (cont'd):

- d) Percentage of Actual Meter Reads - Percentage of actual meter reads is compiled by our billing department on a monthly basis. All of Blackstone Gas' meters are outside - thus, except for cases of extremely bad weather or some type of obstruction preventing us from getting an actual meter read, all meter reads are actual.
- e) Lost Time Accident Rate - No accidents during measurement period.
- f) Response to Odor Calls - The Company treats all odor calls as emergency calls and are logged and tabulated on a monthly basis.
- g) Staffing Levels - Not calculated because of small size. Changes in levels are generally related to number of part-time required primarily for construction.
- h) Consumer Complaints - The office keeps a record of any residential customers known to have filed a consumer complaint with the Consumer Division of Massachusetts DTE. The list includes customer name, address, and account number and nature of complaint. Any discrepancies are discussed with the appropriate individual(s) at the Consumer Division of Massachusetts DTE.
- i) Restricted Work Day Rate - No incidents during measurement period.
- j) Unaccounted for Gas - Comparison of gas recorded at the city-gate and billed sales from the Sales and Revenue Reports.

Response to Department of Telecommunications  
and Energy  
First Set of Information Requests  
Persons Responsible: Legal Counsel

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D.T.E. 04-116

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Question:

DTE-GAS 1-2

Please discuss any problems that your company had had in the calculation and measurement of the service quality performance measures and how the company dealt with them.

Response:

No problems with calculation and measurement. However, for some service quality measures, such as service appointments kept, lost time accident rate and restricted work day rate the Company has no standard deviation because it has met the service quality measure or had no accidents in the base period. Thus, a single event for these measures would create a maximum penalty which Blackstone believes is unfair and unwarranted. In these instances a company should have a lower benchmark.

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**BLACKSTONE GAS COMPANY  
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Question:

DTE-GAS 1-3

Please discuss the advantages and disadvantages of standardizing the calculation and measurement of the service quality performance measures. In addition, discuss any problems that your company specifically would have if the Department were to standardize the calculation and measurement of the service quality performance measures.

Response:

Blackstone believes that its benchmarks for all or most service quality measures are more stringent than other LDCs. See response to DTE GAS 1-2. This situation is the result of good service, but also in part due to the small compact size of the service territory. Thus, any standardization would probably lower benchmarks for Blackstone. The telephone answering standard for Blackstone would be difficult to standardize as its answering system utilized is not computerized. In addition, other measures such as division cases would be difficult to standardize because of the small number of residential customers.

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and Energy  
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Persons Responsible: Legal Counsel**

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D.T.E. 04-116**

Question:

DTE-GAS 1-4

Please propose a method for standardizing the calculation and measurement of each performance measure listed in DTE-GAS 1-1 with regard to (i) variable definition and measurement; (ii) data-collection methods; (iii) data quality issues; and (iv) data analysis and interpretation.

Response:

Blackstone does not have a proposed standardization method, but reserves the right to comment on any method submitted by others.